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ABSTRACT

Many of the services, functions, and publications of Research and Planning at Nova Southeastern University, Florida, were studied. The evaluation was aimed at university improvement and to meet the requirements of the Commission on Colleges of the Southern Association of Colleges and Schools that each institution examine the effectiveness of its institutional research process. Research and Planning distributed an internal survey of research and planning to 122 faculty and staff members in January 1995. The distribution list was broad-based, reflecting personnel in all service departments and academic centers that had received services from Research and Planning in the prior year. The overall response rate was 52.5%. Respondents generally offered a favorable rating of Research and Planning, yet it was evident that many statements were left unanswered by survey respondents. Examination of the solicited comments confirmed the opinion that many at the university were not fully aware of the services offered by Research and Planning and its function within the university. Recommendations in this report center on the need for increased communication about the services and functions of Research and Planning, focusing on the use of electronic messages and delivery alternatives supported by Nova Southeastern University's host computer. The use of technology is judged appropriate, efficient, and within the spirit of the university's mission statement. Some of the figures contain more than one embedded table. (Contains 17 figures and 28 tables.) (SLD)

EVALUATION OF RESEARCH AND PLANNING

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March 1995

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**Research and Planning
Report 95-05**

Page ii

EXECUTIVE SUMMARY

This report served as an assessment of the many services, functions, and publications of Research and Planning. Along with its use for improvement, this report will also assist the University comply with a SACS **must** statement, requiring each university to examine the effectiveness of its institutional research process.

Research and Planning distributed *Internal User Survey of Research and Planning* to 122 faculty and staff in January 1995. The distribution list was broad-based and reflected a sample of personnel in all service departments and academic centers who received services from Research and Planning during the past year. The overall response rate was 52.5 percent.

Respondents generally offered a favorable rating of Research and Planning. Yet, it was evident that many statements were left unanswered by survey respondents. Examination of solicited handwritten comments confirmed a pervasive trend that many individuals at the University are not fully aware of the services offered by Research and Planning and its function within the University.

Recommendations in this report centered on the need for increased communication about the services and functions of Research and Planning. These recommendations are largely based on the use of electronic messages and delivery alternatives supported by Nova Southeastern University's host computer. It is judged that the use of technology as a medium for information dissemination is appropriate, efficient, and within the spirit of the University's mission statement.

TABLE OF CONTENTS

	Page
EXECUTIVE SUMMARY	iii
LIST OF TABLES	v
LIST OF FIGURES	viii
INTRODUCTION	1
Background	1
Function of Research and Planning	1
METHODOLOGY	2
RESULTS	3
CONCLUSION AND RECOMMENDATIONS	6
REFERENCES	8

LIST OF TABLES

Table	Page
1 Distribution and Return of <i>Internal User Survey of Research and Planning</i> by Area of Service at Nova Southeastern University	9
2 Representation of Respondents by Capacity of Service to Nova Southeastern University	9
3 Representation of Respondents by Academic Center	10
4 Representation of Respondents by Administrative Department	11
5 Means by Which Respondents Have Been Informed of Services Offered by Research and Planning in Rank Order	12
6 Services Requested of Research and Planning in the Last 12 Months by Respondents in Rank Order	13
7 Response to the Potential of Asking for Additional Services from Research and Planning	14
8 Level of Satisfaction with Services Offered by Research and Planning During the Last 12 Months: Senior Administration and Others	15
9 Assessment of Effectiveness of Research and Planning's Functional Areas: Senior Administration and Others	17
10 Assessment of Usefulness of Research and Planning's Publications: Senior Administration and Others	18
11 Respondent Satisfaction with Turnaround Time of Research and Planning	19
12 Respondent Satisfaction with Helpfulness of Research and Planning Staff	20
13 Respondent Satisfaction with the Accuracy of Reports from Research and Planning	21

LIST OF TABLES (Continued)

Table	Page
14 Respondent Satisfaction with the Presentation of Reports from Research and Planning	22
15 Respondent Satisfaction with the Clarity of Reports from Research and Planning	23
16 Respondent Assessment of Research and Planning's Effectiveness in University Planning	24
17 Respondent Assessment of Research and Planning's Effectiveness in SACS Reaffirmation	25
18 Respondent Assessment of Research and Planning's Effectiveness in Institutional Research	26
19 Respondent Assessment of Research and Planning's Effectiveness in Evaluation and Assessment	27
20 Respondent Assessment of Research and Planning's Effectiveness in Program Review	28
21 Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Annual Report: Research and Planning FY 1993-1994</i> (August 1994)	29
22 Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Annual Review of the Status of Attainment of Critical Success Factors from the Strategic Plan</i> (September 1994)	30
23 Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Nova Southeastern University Fact Book</i> (March 1994)	31
24 Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Organization, Programs, and Services</i> (November 1993)	32
25 Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Self-Study Manual</i> (May 1994)	33
26 Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Status Report on Institutional Effectiveness</i> (November 1994)	34

LIST OF TABLES (Continued)

Table		Page
27	Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Strategic Plan for the Nineties</i> (September 1994)	35
28	Frequency of Handwritten Comments on Research and Planning's Areas of Strength and Areas Needing Improvement/Enhancement	36

LIST OF FIGURES

Figure	Page
1 Frequency Distribution of Respondent Satisfaction with Turnaround Time	19
2 Frequency Distribution of Respondent Satisfaction with Helpfulness of Research and Planning Staff	20
3 Frequency Distribution of Respondent Satisfaction with the Accuracy of Reports from Research and Planning	21
4 Frequency Distribution of Respondent Satisfaction with the Presentation of Reports from Research and Planning	22
5 Frequency Distribution of Respondent Satisfaction with the Clarity of Reports from Research and Planning	23
6 Frequency Distribution of Respondent Assessment of Research and Planning's Effectiveness in University Planning	24
7 Frequency Distribution of Respondent Assessment of Research and Planning's Effectiveness in SACS Reaffirmation	25
8 Frequency Distribution of Respondent Assessment of Research and Planning's Effectiveness in Institutional Research	26
9 Frequency Distribution of Respondent Assessment of Research and Planning's Effectiveness in Evaluation and Assessment	27
10 Frequency Distribution of Respondent Assessment of Research and Planning's Effectiveness in Program Review	28
11 Frequency Distribution of Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Annual Report: Research and Planning FY</i> <i>1993-1994</i> (August 1994)	29

LIST OF FIGURES (Continued)

Figure	Page
12 Frequency Distribution of Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Annual Review of the Status of Attainment of Critical Success Factors from the Strategic Plan</i> (September 1994)	30
13 Frequency Distribution of Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Nova Southeastern University Fact Book</i> (March 1994)	31
14 Frequency Distribution of Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Organization, Programs, and Services</i> (November 1993)	32
15 Frequency Distribution of Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Self-Study Manual</i> (May 1994)	33
16 Frequency Distribution of Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Status Report on Institutional Effectiveness</i> (November 1994)	34
17 Frequency Distribution of Respondent Assessment of Research and Planning's Usefulness in Preparation of <i>Strategic Plan for the Nineties</i> (September 1994)	35

INTRODUCTION

Background

To comply with accreditation criteria established by the Commission on Colleges of the Southern Association of Colleges and Schools, Nova Southeastern University (NSU), like all regionally accredited colleges and universities in the 11 Southern states, must regularly evaluate the effectiveness of its institutional research process:

An institution **must** regularly evaluate the effectiveness of its institutional research process and use its findings for the improvement of its process.

The 1995 Edition of the Criteria for Accreditation, 1994, p. 10

Evaluation of any function at a university is an important tool for improvement regardless of the formal mandate, in this case for evaluation of the University's institutional research process. With the desire for self-assessment as well as the need for compliance with accreditation criteria, the University first formally examined its institutional research process in 1993 (*Evaluation of University Research Services, 1993*). This report serves as the second in an expected continuing series of formal evaluations of Research and Planning.

Function of Research and Planning

University Research and Planning was established in July 1990 to lead NSU in areas related to university-wide research, planning, assessment, and related support services. The Associate Vice President for Research and Planning oversees the office and its five functional areas of responsibility:

SACS Reaffirmation: Direct NSU's reaffirmation of accreditation by SACS and support the 12 Self-Study Sub-Committees and individual members of Sub-Committees.

Institutional Research: Serve the NSU community on research-oriented activities and also respond to external constituencies who request information about NSU.

Evaluation and Assessment: Collaborate with NSU departments to prepare reports on Critical Success Factors, Institutional Effectiveness, and Quality Improvement Plans.

Planning: Contribute to the University by serving on the Master Planning Council and the Strategic Planning Committee.

Program Review: Serve on the Program Development and Review Committee, which systematically conducts a University-wide review of each academic program.

To meet its responsibilities in the five functional areas as well as other University-wide leadership activities, Research and Planning, directly and in collaboration with other departments and academic centers, produces a variety of reports, including:

Annual Review of the Status of Attainment of Critical Success Factors from the Strategic Plan

Nova Southeastern University Fact Book

Organization, Programs, and Services

Self-Study Manual

Status Report on Institutional Effectiveness

Strategic Plan for the Nineties

Weekly Enrollment Report

METHODOLOGY

The survey for this study was first developed in October 1994 by reviewing Research and Planning's internal documents. A list of Research and Planning's functions and activities was prepared from this internal review. Concurrently, institutional research surveys from other colleges and universities were reviewed to determine the format as well as the breadth and scope of this type of activity at other institutions.

These two activities served as the process for the development of the first iteration of the instrument, which was completed by mid-November 1994. The draft survey instrument was

submitted to staff for internal review and after four iterations the survey was completed by early-December 1994.

Each distribution list used by Research and Planning was compiled into one comprehensive file, to serve as the distribution list for this evaluation. The final distribution list included all *Self-Study* Sub-Committee members as well as all *Self-Study* Steering Committee members, offering a broad-based sample of University personnel.

Survey distribution began on January 9, 1995, and surveys were accepted until February 14, 1995. A data file was prepared by a graduate assistant. Data analysis was conducted on February 20, 1995.

RESULTS

The results of this evaluation are summarized in a series of tables (Tables 1 to 28). A series of figures (Figures 1 to 17) is also included, to visually reinforce statistics presented in Tables 11 to 27. Review of these tables and figures, as well as close examination of all 64 returned surveys, shows the following trends:

1. The return rate (52.5 percent) was acceptable, with the distribution list including all University academic centers and service departments.
2. *Nova Southeastern University Factbook* was listed most frequently as the means by which NSU's personnel know about services offered by Research and Planning.
3. Requests for information on student enrollments was the leading service requested of Research and Planning in the last 12 months.
4. Less than one-quarter of all respondents indicated that they would have requested additional services if they had been better informed of the function and role of Research and Planning.
5. Services offered by Research and Planning received very acceptable ratings. Overall ratings ranged from Mean = 2.3 to Mean = 2.8 (1 = LOW to 3 = HIGH). Breakouts (Senior Administration and Others) on satisfaction with services are offered in Table 8, with aggregate statistics from all 64 respondents as follows:

<u>Service</u>	<u>N</u>	<u>Mean</u>	<u>SD</u>
Accuracy	26	2.8	0.4
Presentation	31	2.7	0.4
Helpfulness of Research and Planning Staff	37	2.6	0.5
Turnaround Time	35	2.4	0.7
Clarity	31	2.3	0.6

Although ratings are high, it should be noted that approximately 50 percent of all respondents declined to offer a rating for services and instead either marked *Not Applicable or Unable to Answer* or selected to offer no response to individual statements.

6. Research and Planning's performance in its five functional areas also received favorable ratings. Overall ratings ranged from Mean = 2.1 to Mean = 2.5 (1 = LOW to 3 = HIGH). Breakouts (Senior Administration and Others) on satisfaction with services are offered in Table 9, with aggregate statistics from all 64 respondents as follows:

<u>Functional Area</u>	<u>N</u>	<u>Mean</u>	<u>SD</u>
SACS Reaffirmation	38	2.5	0.7
Institutional Research	34	2.4	0.6
Evaluation and Assessment	30	2.2	0.7
Program Review	20	2.2	0.7
University Planning	27	2.1	0.6

It should again be noted that many respondents declined to offer an assessment of Research and Planning's effectiveness in these functional areas.

7. Publications prepared by Research and Planning (individually and in cooperation with other University personnel) additionally received favorable ratings. Overall ratings ranged from Mean = 2.2 to Mean = 2.5 (1 = LOW to 3 = HIGH). Breakouts (Senior Administration and Others) on assessment of usefulness of these publications are offered in Table 10, with aggregate statistics from all 64 respondents as follows:

Publication	N	Mean	SD
<i>Self-Study Manual</i> (May 1994)	40	2.5	0.6
<i>Organization, Programs, and Services</i> (November 1993)	28	2.5	0.6
<i>Nova Southeastern University Fact Book</i> (March 1994)	50	2.4	0.7
<i>Annual Review of the Status of Attainment of Critical Success Factors from the Strategic Plan</i> (September 1994)	40	2.4	0.6
<i>Annual Report: Research and Planning FY 1993-1994</i> (August 1994)	39	2.3	0.6
<i>Status Report on Institutional Effectiveness</i> (November 1994)	37	2.3	0.5
<i>Strategic Plan for the Nineties</i> (September 1994)	44	2.2	0.6

Although response rates on statements about the usefulness of Research and Planning's publications were higher than response rates on services and functional areas, it is still important to note that many respondents did not offer a rating on these documents.

8. Finally, approximately one-third of all respondents offered handwritten comments on Research and Planning's areas of strength and areas needing improvement/enhancement.

The general theme from these comments is that, although Research and Planning performs its functions at a high level of competence, many respondents were unaware of the functions of Research and Planning and its contributions to the University. A brief sample of comments on this theme follows:

Now that I am aware of your functions I hope to find opportunities to utilize your services.

Perhaps you should publicize your services more--I was here a long time before I knew how you could help non-

academic centers. The help I've been given has been tremendous--other support services could benefit by knowing more about your R&P operation.

The services offered must be better communicated to line management.

[There needs to be] much greater awareness of services provided by Research and Planning.

There appears, from my experience, to be a need for Research and Planning to communicate its availability to the HPD.

Sorry, I do not know enough about the services to provide an informed response.

I am not yet well enough acquainted with Research and Planning reports, services, and staff to offer suggestions.

Increase information on services available.

Would it be acceptable to suggest that Research and Planning offer an orientation for new directors who are charged with generating center reports? An overall presentation that shows how each report is incorporated into the "master" plan would be very helpful.

My knowledge is too limited to comment.

CONCLUSION AND RECOMMENDATIONS

This study was an assessment of Research and Planning by a selected group of 122 colleagues. Although this report will help the University comply with a SACS **must** statement, it was also conducted to assist with the need for an examination of Research and Planning's services, functions, and publications by the University community.

The pervasive observation of survey results is that University personnel who are acquainted with Research and Planning are very pleased with its services, functions, and publications. Yet, there are many faculty and staff members at the University who, although they receive materials from Research and Planning, still feel limited in ability to offer judgment, due to

insufficient knowledge about Research and Planning.

A copy of this report, a copy of Research and Planning's *Fact Sheet*, and a copy of *Nova Southeastern University Fact Book* should be distributed to all 122 faculty and staff on the *Internal User Survey of Research and Planning* distribution list. This action serves not only as a professional courtesy for the time and effort allocated to survey completion, but it will also serve as a source of information to these individuals on the services they can expect from Research and Planning.

In addition, the University is highly committed to the use of technology, when appropriate, as a means of enhancing productivity and access to information. Within the spirit of this commitment, the following actions are being undertaken as a means of increasing awareness of services offered by Research and Planning to the entire NSU community:

1. Research and Planning will distribute, using electronic mail, its *Fact Sheet* to all faculty and staff.
2. All faculty and staff will receive, by using electronic mail, the Executive Summary of each report issued by Research and Planning. Recipients of this brief message will then be instructed to contact Research and Planning if they wish to obtain a complete copy of the report.
3. Research and Planning will work with Academic Computing to post appropriate messages, such as announcements about reaffirmation of accreditation or the availability of special reports, as the *Message of the Day* on the University's host computer. Each message will be brief and posted for no more than one week.
4. Due to the high level of awareness and satisfaction associated with the University's *Fact Book*, Research and Planning will additionally work with Academic Computing to place this publication online in a graphical format. This action will make the *Fact Book* available to the entire University in an attractive electronic format. If it is decided to be in the University's best interest, the electronic version of the *Fact Book* (or selected portions) would also be available to other professionals with Internet access, further enhancing awareness of Research and Planning and the University.

REFERENCES

Research and Planning. (1993) *Evaluation of University Research Services*. Fort Lauderdale, Florida: Nova University.

The 1995 Edition of the Criteria for Accreditation. (1994) Decatur, Georgia: Commission on Colleges, Southern Association of Colleges and Schools.

Table 1

**Distribution and Return of Internal User Survey of Research
and Planning by Area of Service at
Nova Southeastern University**

Area of Service	Distributed	Returned	% Return
	N	N	
Academic Center	94	48	51.1
Administrative Department	28	16	57.1
TOTAL	122	64	52.5

Table 2

**Representation of Respondents by Capacity of Service
to Nova Southeastern University**

Capacity of Service	N	% of Total
President, Vice President or Associate Vice President, Chancellor or Vice Chancellor, Provost or Vice Provost	7	10.9
Dean or Associate/Assistant Dean	13	20.3
Academic Department Chairperson or Director	9	14.1
Faculty Member	11	17.2
Administrative Director	19	29.7
Support Staff	2	3.1
Other	3	4.7
TOTAL	64	100.0

Table 3
Representation of Respondents by Academic Center

Academic Center	N	% of Academic Center Total
Abraham S. Fischler Center for the Advancement of Education	12	25.0
Center for Hospitality Management	1	2.1
Center for Psychological Studies	2	4.2
Family and School Center	2	4.2
Health Professions Division	11	22.9
James M. Farquhar Center for Undergraduate Studies	11	22.9
Oceanographic Center	1	2.1
School of Business* and Entrepreneurship	3	6.3
School of Computer and Information Sciences	2	4.2
School of Social and Systemic Studies	1	2.1
Shepard Broad Law Center	2	4.2
TOTAL	48	100.0

Table 4

Representation of Respondents by Administrative Department

Administrative Department	N	% of Administrative Department Total
Central Administrative Services	12	85.7
Library and Computer Information Resource Services	0	0.0
Student Programs and Services	2	14.3
TOTAL	14	100.0

Note. The primary area of responsibility (Question 2) was left unanswered by two administrative department respondents.

Table 5

**Means by Which Respondents Have Been Informed of Services
Offered by Research and Planning in Rank Order**

Means of Information	Frequency of Response	%
The publication <i>University Factbook</i>	37	57.8
Memoranda	32	50.0
The publication <i>Status Report on Institutional Effectiveness</i>	29	45.3
Participation at committee meetings	26	40.6
The publication <i>Self-Study Manual</i>	23	35.9
The publication <i>Research and Planning Fact Sheet</i>	20	31.3
Consultations	17	26.6
The publication <i>Organization, Programs, and Services</i>	16	25.0
Weekly Enrollment Report	12	18.8
Unaware of services offered by Research and Planning	11	17.2
Other	3	4.7

Note. Respondents were instructed to check all selections that applied.

Table 6
Services Requested of Research and Planning in the
Last 12 Months by Respondents in Rank Order

Requested Service	Frequency of Response	%
Request for information on student enrollments	21	32.8
Actual preparation of a report by Research and Planning	17	26.6
Consultation and/or technical assistance with data analysis and interpretation	16	25.0
Ad hoc request for reports	16	25.0
Consultation on preparation of survey instruments	15	23.4
Guidance on the Self-Study process	14	21.9
Consultation on preparation of reports	13	20.3
Assistance with assessment of institutional effectiveness	12	18.8
Assistance with quality improvement planning	8	12.5
Assistance with strategic planning	5	7.8
Other	4	6.3
Guidance on external environmental scanning	2	3.1

Note. Respondents were instructed to check all selections that applied.

Table 7

Response to the Potential of Asking for Additional
Services from Research and Planning

Response to Question 5: Are there services which you did not request, but would have requested had you been better informed of the function and role of Research and Planning?		
	N	% of Total
Yes, would have requested additional services	15	23.4
No, would not have requested additional services	49	76.6
TOTAL	64	100.0

Note. Handwritten comments on additional services were offered by 12 respondents (18.8 percent of total).

Table 8

Level of Satisfaction with Services Offered by Research
and Planning During the Last 12 Months:
Senior Administration and Others

Service	Senior Adm.			Others		
	N	Mean	SD	N	Mean	SD
Turnaround Time	9	2.6	0.5	26	2.4	0.7
Helpfulness of Research and Planning Staff	9	2.7	0.5	28	2.6	0.6
Accuracy	9	2.4	0.5	17	2.9	0.2***
Presentation	9	2.7	0.5	22	2.8	0.4
Clarity	8	2.0	0.5	23	2.3	0.6

Note. For this presentation, data are assumed to be interval, based on the following:

Turnaround Time

- 1 = I am very dissatisfied with turnaround time.
- 2 = I find turnaround time acceptable.
- 3 = I am very pleased with turnaround time.

Helpfulness of Research and Planning Staff

- 1 = Staff offer very little help.
- 2 = Staff offer an acceptable level of help.
- 3 = Staff are very helpful.

Accuracy

- 1 = Final reports/files are mostly inaccurate.
- 2 = Final reports/files have a few inaccuracies.
- 3 = Final reports/files are quite accurate.

Presentation

- 1 = The presentation of final reports/files is totally unacceptable.
- 2 = The presentation of final reports/files is basically acceptable.
- 3 = The presentation of final reports/files is very acceptable.

Clarity

- 1 = Final reports/files are difficult to understand.
- 2 = Final reports/files are basically easy to understand.
- 3 = Final reports/files are exceptionally easy to understand.

*** There is a significant difference ($\alpha \leq .001$) between the two groups on the level of satisfaction with the *Accuracy* of reports and files issued by Research and Planning.

For all other identified services associated with Research and Planning, there is no difference ($\alpha \leq .01$) between Senior Administration (President, Vice President or Associate Vice President, Chancellor or Vice Chancellor, Provost or Vice Provost, Dean or Associate/Assistant Dean) and all other respondents (Academic Chair, Faculty, Administrative Director, Support Staff).

Table 9

**Assessment of Effectiveness of Research and Planning's
Functional Areas: Senior Administration and Others**

Functional Area	Senior Adm.			Others		
	N	Mean	SD	N	Mean	SD
University Planning	11	2.2	0.4	16	2.1	0.7
SACS Reaffirmation	11	2.7	0.5	27	2.4	0.7
Institutional Research	10	2.6	0.5	24	2.3	0.6
Evaluation and Assessment	10	2.3	0.7	20	2.2	0.7
Program Review	7	2.1	0.7	13	2.2	0.7

Note. For this analysis, data are assumed to be interval, based on the following:

- 1 = Very ineffective.
- 2 = Basically effective.
- 3 = Very effective.

For all five functional areas delegated to Research and Planning, there is no difference ($\alpha \leq .01$) between Senior Administration (President, Vice President or Associate Vice President, Chancellor or Vice Chancellor, Provost or Vice Provost, Dean or Associate/Assistant Dean) and all other respondents (Academic Chair, Faculty, Administrative Director, Support Staff).

Table 10

**Assessment of Usefulness of Research and Planning's
Publications: Senior Administration and Others**

Publication	Senior Adm.			Others		
	N	Mean	SD	N	Mean	SD
<i>Annual Report: Research and Planning FY 1993-1994</i> (August 1994)	12	2.3	0.6	27	2.3	0.6
<i>Annual Review of the Status of Attainment of Critical Success Factors from the Strategic Plan</i> (September 1994)	12	2.4	0.7	28	2.3	0.6
<i>Nova Southeastern University Fact Book</i> (March 1994)	15	2.1	0.7	35	2.6	0.7
<i>Organization, Programs, and Services</i> (November 1993)	7	2.3	0.5	21	2.6	0.7***
<i>Self-Study Manual</i> (May 1994)	11	2.5	0.5	29	2.5	0.6
<i>Status Report on Institutional Effectiveness</i> (November 1994)	13	2.2	0.6	24	2.5	0.5
<i>Strategic Plan for the Nineties</i> (September 1994)	14	2.1	0.5	30	2.3	0.7

Note. For this analysis, data are assumed to be interval, based on the following:

- 1 = Not useful.
- 2 = Basically useful.
- 3 = Very useful.

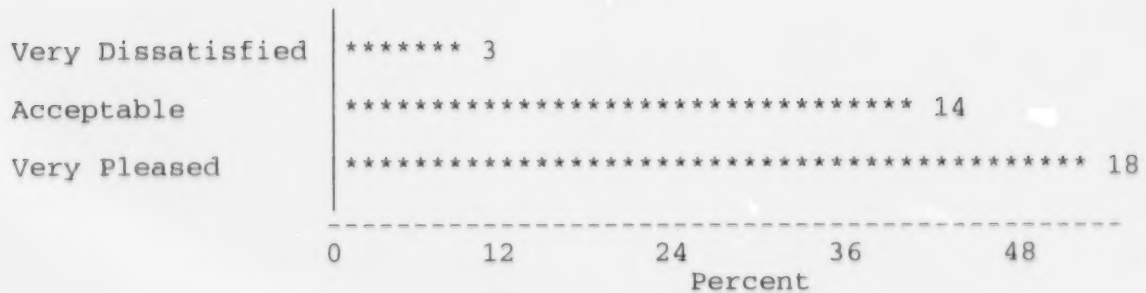
*** There is a significant difference ($\alpha \leq .001$) between the two groups on assessment of the usefulness of *Organization, Programs, and Services* (November 1993).

For all other publications, there is no difference ($\alpha \leq .01$) between Senior Administration (President, Vice President or Associate Vice President, Chancellor or Vice Chancellor, Provost or Vice Provost, Dean or Associate/Assistant Dean) and all other respondents (Academic Chair, Faculty, Administrative Director, Support Staff).

Table 11

**Respondent Satisfaction with Turnaround Time
of Research and Planning**

Level of Satisfaction	Frequency of Response	%
I am very dissatisfied with turnaround time.	3	4.7
I find turnaround time acceptable.	14	21.9
I am very pleased with turnaround time.	18	28.1
Not Applicable or Unable to Answer.	28	43.8
Did not Answer.	1	1.6

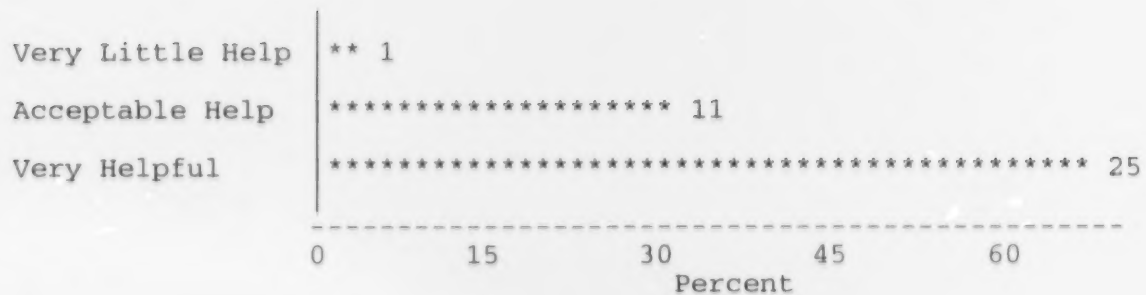


**Frequency Distribution of Respondent Satisfaction with
Turnaround Time**

Figure 1

Table 12
Respondent Satisfaction with Helpfulness of
Research and Planning Staff

Level of Satisfaction	Frequency of Response	%
Staff offer very little help.	1	1.6
Staff offer an acceptable level of help.	11	17.2
Staff are very helpful.	25	39.1
Not Applicable or Unable to Answer.	25	39.1
Did not Answer.	2	3.1



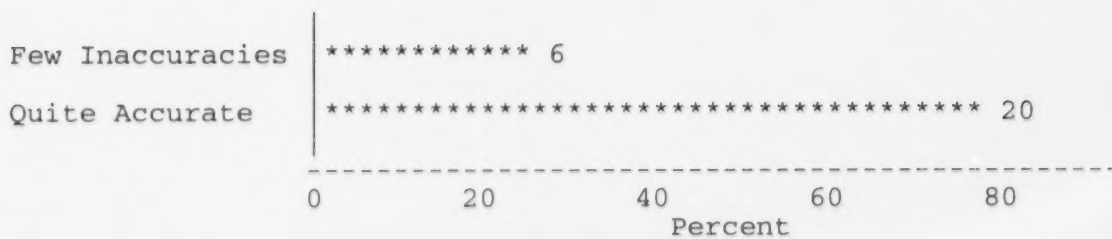
Frequency Distribution of Respondent Satisfaction with
Helpfulness of Research and Planning Staff

Figure 2

Table 13

**Respondent Satisfaction with the Accuracy of
Reports from Research and Planning**

Level of Satisfaction	Frequency of Response	%
Final reports/files are mostly inaccurate.	0	0.0
Final reports/files have a few inaccuracies.	6	9.4
Final reports/files are quite accurate.	20	31.3
Not Applicable or Unable to Answer.	36	56.3
Did not Answer.	2	3.1



**Frequency Distribution of Respondent Satisfaction with
the Accuracy of Reports from Research and Planning**

Figure 3

Table 14

**Respondent Satisfaction with the Presentation of
Reports from Research and Planning**

Level of Satisfaction	Frequency of Response	%
The presentation of final reports/files is totally unacceptable.	0	0.0
The presentation of final reports/files is basically acceptable.	8	12.5
The presentation of final reports/files is very acceptable.	23	35.9
Not Applicable or Unable to Answer.	31	48.4
Did not Answer.	2	3.1



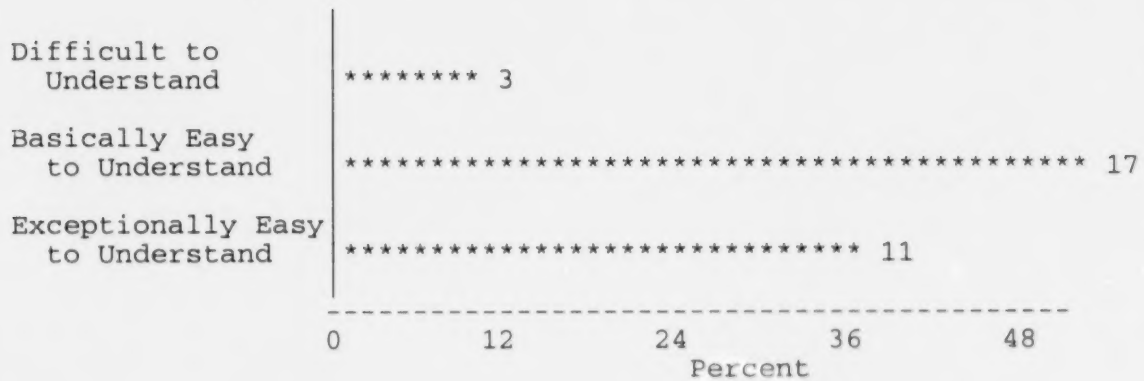
**Frequency Distribution of Respondent Satisfaction with
the Presentation of Reports from
Research and Planning**

Figure 4

Table 15

Respondent Satisfaction with the Clarity of
Reports from Research and Planning

Level of Satisfaction	Frequency of Response	%
Final reports/files are difficult to understand.	3	4.7
Final reports/files are basically easy to understand.	17	26.6
Final reports/files are exceptionally easy to understand.	11	17.2
Not Applicable or Unable to Answer.	27	42.2
Did not Answer.	6	9.4



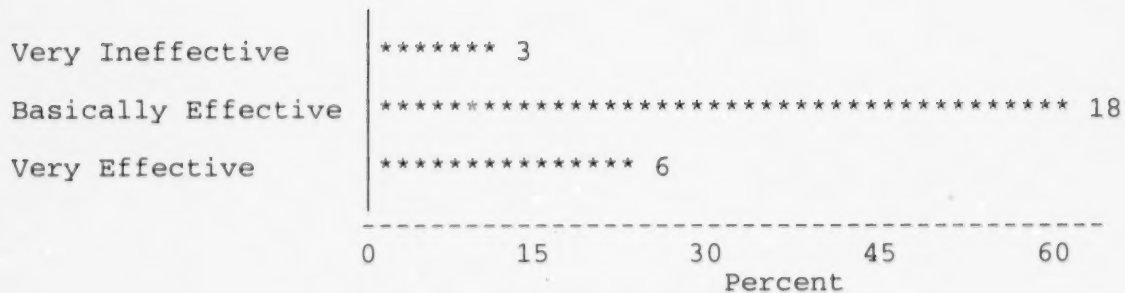
Frequency Distribution of Respondent Satisfaction with
the Clarity of Reports from Research and Planning

Figure 5

Table 16

**Respondent Assessment of Research and Planning's
Effectiveness in University Planning**

<u>Level of Satisfaction</u>	<u>Frequency of Response</u>	<u>%</u>
Very ineffective.	3	4.7
Basically effective.	18	28.1
Very effective.	6	9.4
Not Applicable or Unable to Answer.	33	51.6
Did not Answer.	4	6.3



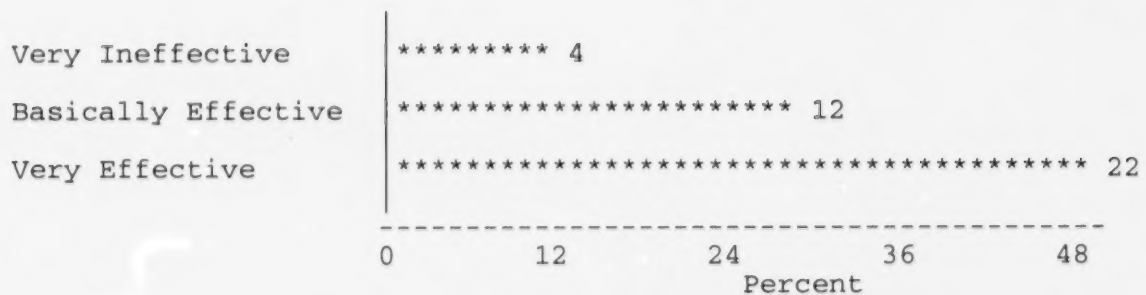
**Frequency Distribution of Respondent Assessment of
Research and Planning's Effectiveness in
University Planning**

Figure 6

Table 17

**Respondent Assessment of Research and Planning's
Effectiveness in SACS Reaffirmation**

Level of Satisfaction	Frequency of Response	%
Very ineffective.	4	6.3
Basically effective.	12	18.8
Very effective.	22	34.4
Not Applicable or Unable to Answer.	22	34.4
Did not Answer.	4	6.3



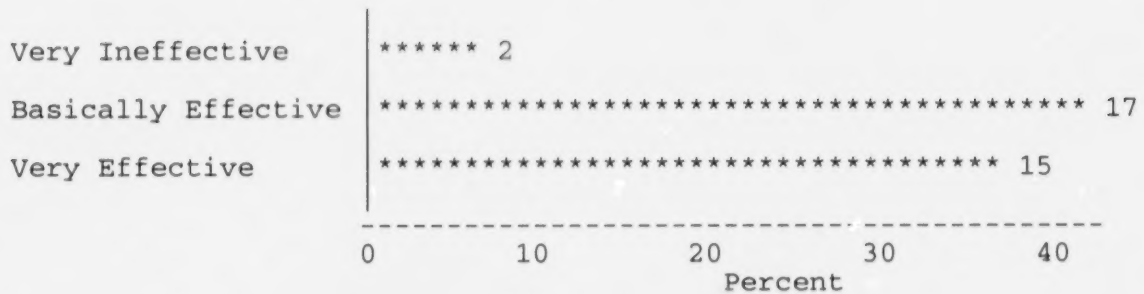
**Frequency Distribution of Respondent Assessment of
Research and Planning's Effectiveness in
SACS Reaffirmation**

Figure 7

Table 18

**Respondent Assessment of Research and Planning's
Effectiveness in Institutional Research**

Level of Satisfaction	Frequency of Response	%
Very ineffective.	2	3.1
Basically effective.	17	26.6
Very effective.	15	23.4
Not Applicable or Unable to Answer.	26	40.6
Did not Answer.	4	6.3



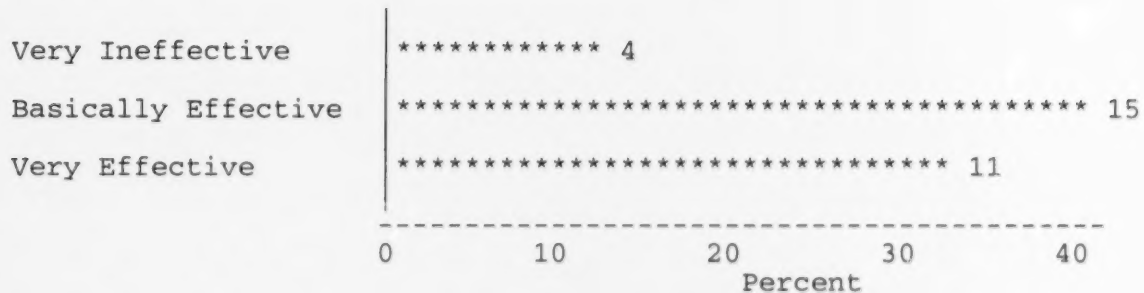
**Frequency Distribution of Respondent Assessment of
Research and Planning's Effectiveness in
Institutional Research**

Figure 8

Table 19

**Respondent Assessment of Research and Planning's
Effectiveness in Evaluation and Assessment**

Level of Satisfaction	Frequency of Response	%
Very ineffective.	4	6.3
Basically effective.	15	23.4
Very effective.	11	17.2
Not Applicable or Unable to Answer.	30	46.9
Did not Answer.	4	6.3



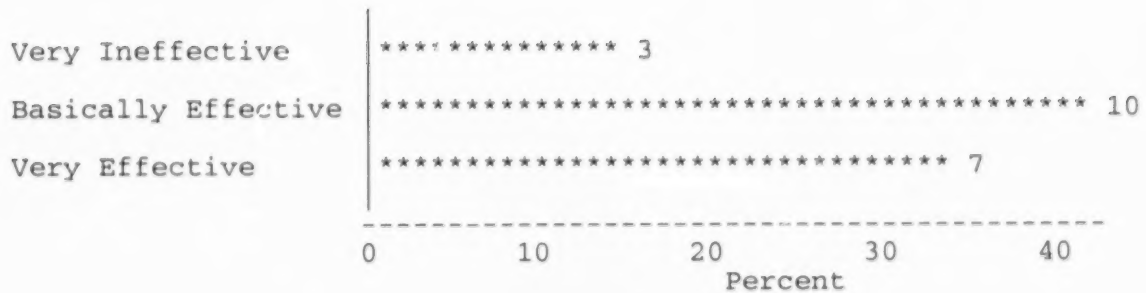
**Frequency Distribution of Respondent Assessment of
Research and Planning's Effectiveness in
Evaluation and Assessment**

Figure 9

Table 20

**Respondent Assessment of Research and Planning's
Effectiveness in Program Review**

Level of Satisfaction	Frequency of Response	%
Very ineffective.	3	4.7
Basically effective.	10	15.6
Very effective.	7	10.9
Not Applicable or Unable to Answer.	40	62.5
Did not Answer.	4	6.3



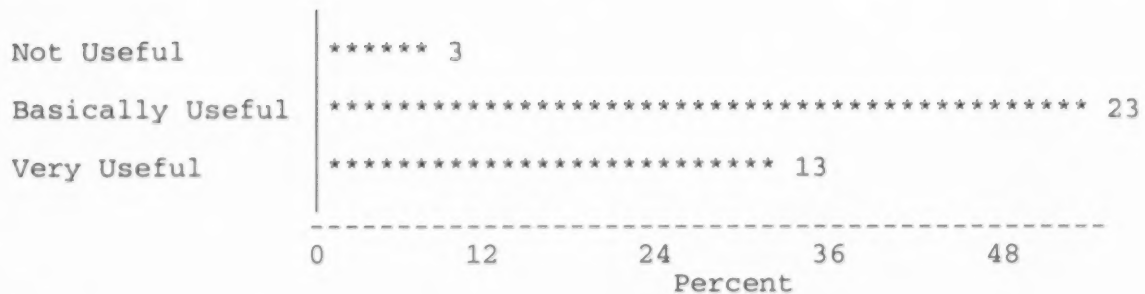
**Frequency Distribution of Respondent Assessment of
Research and Planning's Effectiveness in
Program Review**

Figure 10

Table 21

**Respondent Assessment of Research and Planning's Usefulness
in Preparation of Annual Report: Research and Planning
FY 1993-1994 (August 1994)**

Level of Satisfaction	Frequency of Response	%
Not useful.	3	4.7
Basically useful.	23	35.9
Very useful.	13	20.3
Not Applicable or Unable to Answer.	21	32.8
Did not Answer.	4	6.3



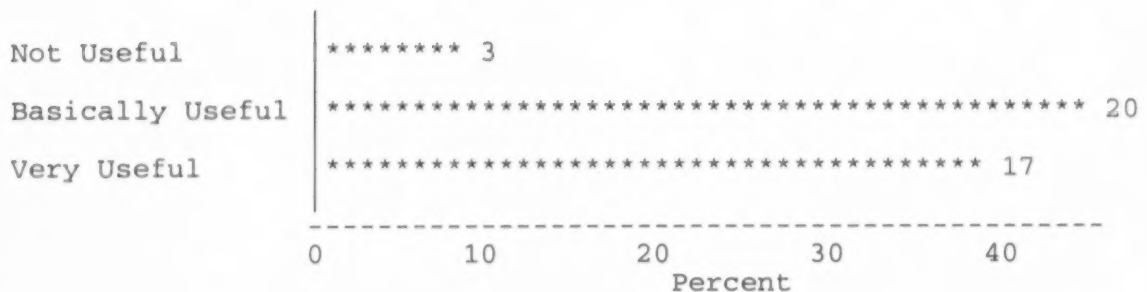
**Frequency Distribution of Respondent Assessment of Research
and Planning's Usefulness in Preparation of Annual
Report: Research and Planning FY 1993-1994
(August 1994)**

Figure 11

Table 22

**Respondent Assessment of Research and Planning's Usefulness
in Preparation of Annual Review of the Status of
Attainment of Critical Success Factors from
the Strategic Plan (September 1994)**

Level of Satisfaction	Frequency of Response	%
Not useful.	3	4.7
Basically useful.	20	31.3
Very useful.	17	26.6
Not Applicable or Unable to Answer.	21	32.8
Did not Answer.	3	4.7



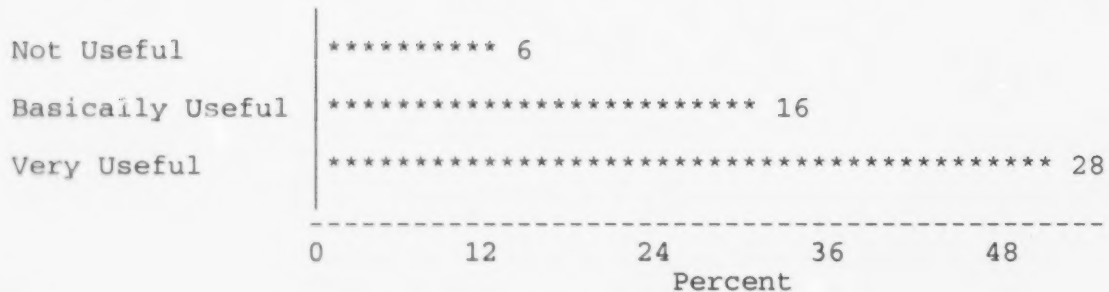
**Frequency Distribution of Respondent Assessment of Research
and Planning's Usefulness in Preparation of Annual
Review of the Status of Attainment of Critical
Success Factors from the Strategic Plan
(September 1994)**

Figure 12

Table 23

**Respondent Assessment of Research and Planning's Usefulness
in Preparation of Nova Southeastern University
Fact Book (March 1994)**

Level of Satisfaction	Frequency of Response	%
Not useful.	6	9.4
Basically useful.	16	25.0
Very useful.	28	43.8
Not Applicable or Unable to Answer.	11	17.2
Did not Answer.	3	4.7



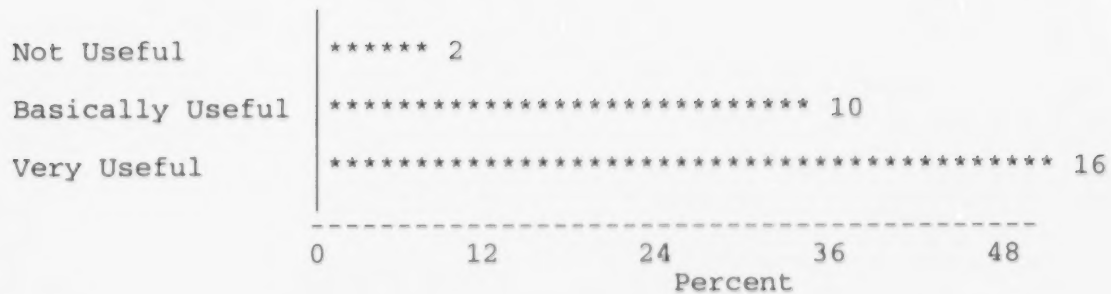
**Frequency Distribution of Respondent Assessment of Research
and Planning's Usefulness in Preparation of
Nova Southeastern University Fact Book
(March 1994)**

Figure 13

Table 24

**Respondent Assessment of Research and Planning's Usefulness
in Preparation of *Organization, Programs, and Services*
(November 1993)**

Level of Satisfaction	Frequency of Response	%
Not useful.	2	3.1
Basically useful.	10	15.6
Very useful.	16	25.0
Not Applicable or Unable to Answer.	32	50.0
Did not Answer.	4	6.3



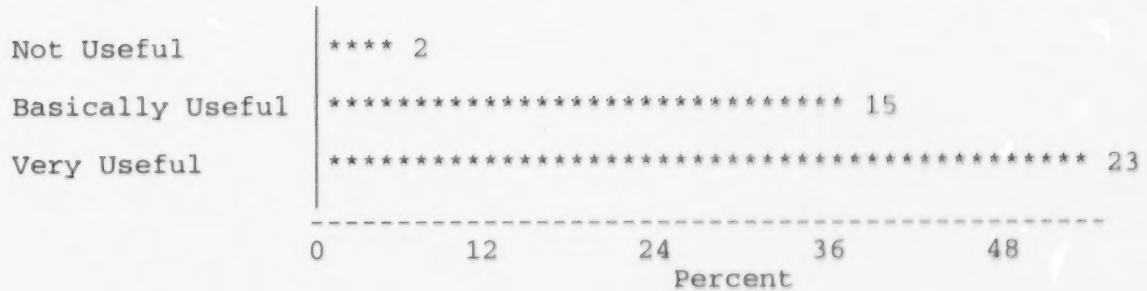
**Frequency Distribution of Respondent Assessment of Research
and Planning's Usefulness in Preparation of
Organization, Programs, and Services
(November 1993)**

Figure 14

Table 25

**Respondent Assessment of Research and Planning's Usefulness
in Preparation of *Self-Study Manual* (May 1994)**

Level of Satisfaction	Frequency of Response	%
Not useful.	2	3.1
Basically useful.	15	23.4
Very useful.	23	35.9
Not Applicable or Unable to Answer.	20	31.3
Did not Answer.	4	6.3



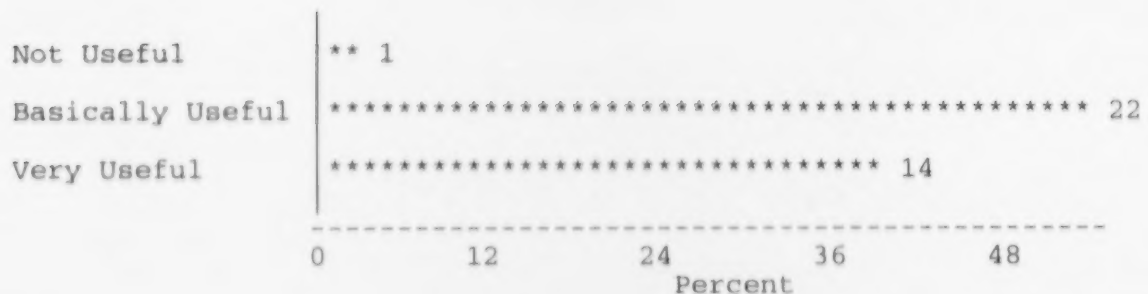
**Frequency Distribution of Respondent Assessment of Research
and Planning's Usefulness in Preparation of
Self-Study Manual (May 1994)**

Figure 15

Table 26

**Respondent Assessment of Research and Planning's Usefulness
in Preparation of Status Report on Institutional
Effectiveness (November 1994)**

Level of Satisfaction	Frequency of Response	%
Not useful.	1	1.6
Basically useful.	22	34.4
Very useful.	14	21.9
Not Applicable or Unable to Answer.	24	37.5
Did not Answer.	3	4.7



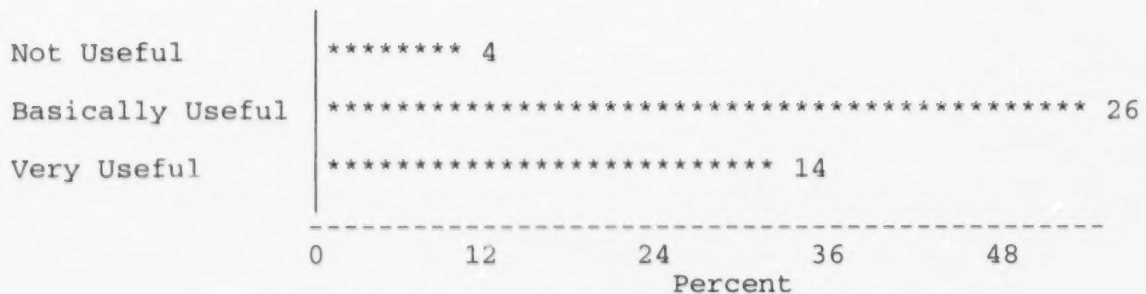
**Frequency Distribution of Respondent Assessment of Research
and Planning's Usefulness in Preparation of Status
Report on Institutional Effectiveness
(November 1994)**

Figure 16

Table 27

**Respondent Assessment of Research and Planning's Usefulness
in Preparation of *Strategic Plan for the Nineties*
(September 1994)**

Level of Satisfaction	Frequency of Response	%
Not useful.	4	6.3
Basically useful.	26	40.6
Very useful.	14	21.9
Not Applicable or Unable to Answer.	19	29.7
Did not Answer.	1	1.6



**Frequency Distribution of Respondent Assessment of Research
and Planning's Usefulness in Preparation of
Strategic Plan for the Nineties
(September 1994)**

Figure 17

Table 28

**Frequency of Handwritten Comments on Research and Planning's
Areas of Strength and Areas Needing
Improvement/Enhancement**

<u>Area of Narrative Comments</u>	<u>N</u>	<u>% of Total</u>
Areas of Strength	24 of 64	37.5
Areas Needing Improvement/Enhancement	23 of 64	35.9
